

WIC Coordinator Responsibilities and Resources

January 2026

The following guidance is to assist in orientation of a new WIC Coordinator. Use this guidance along with IL WIC PM Administration 11.2 and the current WIC Management Evaluation Quality Assurance (MEQA) Tools for details on WIC Coordinator responsibilities. This document also provides an overview of the WIC Coordinator's responsibilities considering the timeframe (i.e., daily, weekly, monthly, etc.) by which they may occur or be completed. Some activities may be delegated to other qualified staff, under WIC Coordinator supervision and additional responsibilities not listed may vary per local agency needs.

WIC Coordinator Responsibilities

Per current WIC Contract, the WIC Coordinator, or their designee, must be provided adequate time to complete responsibilities listed below, which is estimated to be at least 25% of a full time equivalent (FTE) or 40 hours/month.

Daily / Weekly Responsibilities:

- Daily supervision and oversight of WIC clinic operations.
- Based upon staffing changes (i.e., time off, called off, etc.), the WIC clinic schedule is updated in the WIC MIS Admin Module.
- WIC MIS operational and secure per IL WIC AD 2.7 and current WIC contract:
 - Follow "WIC MIS User Request" guidance for creating and deleting IWIC users with staff changes.
 - Staff roles are appropriate for job title and credentials. Staff cannot have a combination of roles that would grant them full access or Emergency FA without Department approval.
 - Staff only access WIC MIS during normal business hours at approved locations.
 - Staff comply with Separation of Duties *IL WIC PM AD 15.3*.
 - Implement procedures that provide security and confidentiality of WIC data.
- Participant follow up is conducted for missed appointments utilizing IWIC reports. *Refer to IWIC and Reports Guidance shared annually by Regional Nutritionist Consultant (RNC).*
- Ensure all WIC staff have access to WIC Policy Manual, local agency procedures and know where to find any additional resources ([Resources | Springfield Urban League \(springfieldul.org\)](#)).
- Cards removed from inventory each day and distributed to issuing staff are logged and maintained using the Daily eWIC Card Stock Log. *Refer to PPS eWIC Card Management.*
- Monitor Department communications and when applicable, take any necessary action and/or respond in timely manner (i.e., eWIC Card inventory shipments, Helpdesk/Vendor resolution, Benefit Over Issuance, DHS memos etc.).
- Review weekly, every Thursday, the WIC MIS *Resolve Dual Enrollment* screen to identify any potential dual applicants/participants and must resolve in WIC MIS. *Refer to IWIC: Duplicates for guidance.*
- Review and resolve Over Issuance Report weekly and submit report to RNC monthly

Monthly / Quarterly / Bi-annual Responsibilities:

- Review WIC clinic schedules to ensure processing standards are met per policy (10 or 20 days per priority) and offering at least 5% of certification appointments outside of the standard 8:30-4:30 Monday – Friday schedule to accommodate working families. *Current WIC Contract and IL WIC PM CS 10.3.*
- Review WIC Program Contractual Goals to assess caseload achievement. To determine your agency's strengths and opportunities for improvement *refer to IL WIC PM CS*

Addendum PPS Caseload Management Strategies.

- Monitor WIC provided materials (i.e., WIC ID Cards, WIC Food List, Education materials, etc.) to ensure adequate supply per local agency needs. Refer to the WIC Material Order Form for a list of materials and guidance on ordering.
 - Review materials to ensure they have the most current non-discrimination statement included.
- Review EBT card inventory quarterly to ensure the security of WIC EBT cards regardless of status. *Refer to PPS eWIC Card Management.*
- Monitor over issuance weekly by following *IWIC Over Issuance Report Guidance* and training video. Document on over issuance report tracking log and return to RNC monthly.
- Attend Quarterly Regional WIC Coordinator meetings to receive updates from your RNC as well as peer Coordinator sharing/networking. Share updates with staff via staff training, meetings, email communications, etc.
- Bi-annually: Medically Prescribed Formula QA using the *WIC MIS Cert 17.21 Formula Usage Report* (QA worksheet provided/available from RNC); review proper issuance of Ready-to-Feed (RTF) contract/non-contract formulas, Medically Prescribed Formulas (MPF), including Children on contract infant formulas. *IL WIC AD 6.2*

Annual Responsibilities:

Quality Assurance, Civil Rights Compliance, Staff Training

- Conducts and documents quality assurance of program operations annually to ensure compliance with WIC federal and state regulations and policies and kept on file for review. *IL WIC PM AD 6.2*
- Measurement Equipment (adult and infant scale, stadiometer and recumbent board) must be validated or calibrated annually at a minimum. Validation logs must be kept on file. *IL WIC CS 6.2*
- Civil Rights Compliance (*IL WIC PM AD 7.1, 7.2, 7.4*)
- Develop an annual WIC Outreach Plan and document required outreach per policy. *IL WIC PM AD 8.1 & addenda Sample Outreach Plan & Log.*
- Provides job specific training opportunities to ensure compliance with state policies and documentation kept on file for review. *IL WIC PM AD 11.1*
- Attend state WIC and Breastfeeding workshops, trainings, webinars, calls, etc. as offered. *IL WIC PM AD 11.2*

Nutrition Education Plan

- Conduct Participant Surveys, per Nutrition Education Plan - local agency may choose to conduct surveys more or less frequently in the given State Fiscal Year (SFY). *IL WIC PM NE 3.1*

Retention of Records

- Follow state guidance regarding destruction and retention of records, an annual memo will inform local agency of timeframe, also consideration of any Local Records Act. *IL WIC PM AD 4*

Biennial Responsibilities:

- The WIC MEQA Review is conducted every two years by the Nutrition Services Staff/RNC.
 - RNC will work with WIC Coordinator regarding scheduling and details of the review process. The local agency will receive an announcement letter, addressed to the Administrator, and copied to the WIC Coordinator, 20 working days prior to review.
 - Along with the announcement letter, included is Pre-Visit Questionnaire/Reminder List to be completed by the WIC Coordinator and returned to the RNC at least one week before the scheduled review. This will assist in streamlining the review process.

Breastfeeding Related Responsibilities:

- Designate a Breastfeeding (BF) Coordinator and Designated Breastfeeding Expert (DBE) for the local agency; refer to policy for role responsibilities. *IL WIC PM AD 11.5*
- Monitor WIC and Breastfeeding related reports in WIC MIS to assess breastfeeding WIC Program Contractual Performance Goals. Update I-WIC Breastfeeding Tracking Log monthly (available from State Breastfeeding Coordinator or RNC). *Refer to IWIC Reports and MEQA Tool Guidance.*
- Promote and support breastfeeding according to policy. Evaluate to ensure local agency provides a breastfeeding supportive environment. *IL WIC PM AD 10.1 & addenda NPS: Breastfeeding Competencies and NPS: Breastfeeding.*
- Support local agency involvement in the regional breastfeeding task force meetings and/or local community task force meetings. *IL WIC PM AD 10.1*
- Monitor breast pump issuance program; follow state policies as well as review local agency procedures for issuance. *IL WIC PM AD 10.2*
- Support BFPC program, if applicable. WIC Coordinator involvement may vary per local agency; however, communication with the designated BFPC Supervisor will assist in monitoring breastfeeding outcomes, training opportunities, etc. *Local agency with BFPC grant receives additional guidance/training from State Breastfeeding Peer Counselor Program Coordinator for more information. Refer to Breastfeeding Peer Counselor Program section of the IL WIC PM.*
- Nutrition Services Section Breastfeeding staff will share communications as well as work with the Regional Nutritionist Consultants to assist agencies with Breastfeeding related questions, communications, etc.

Illinois WIC Coordinator Resources

Illinois WIC Resources:

- Illinois WIC Program Policy Manual (PM) with Addenda
- Link to WIC MIS environments: Production and Training and instructions for resetting password located within: PPS: WIC MIS User Request Actions 1-4
- Nutrition Education Plan (NEP)- sent annually/biannually by your RNC (current FFY)
- WIC Management Evaluation/Quality Assurance (MEQA) Tool (current SFY)
Regional Nutritionist Consultant (RNC) share annually:
 - WIC MEQA Program Operations Guidance
 - Related worksheets for self-monitoring and quality assurance activities
 - Local Agency Procedures (refer to WIC MEQA Program Operations Guidance for required procedures)
 - I-WIC & MEQA Reports Guidance
- USDA WIC Nutrition Risks (manual)
 - I-WIC Nutrition Risk Criteria (also accessible via RISK Help in I-WIC)
- BFN Ordering/Publication Catalog- to order WIC Food Lists, WIC ID Cards, eWIC and Nutrition Education handouts. <https://www.springfieldul.org/materials-and-resource-library>
- Community Health Training Center (CHTC)- administered by Springfield Urban League <https://bit.ly/3QosFMY>
 - Postings/Registration for WIC Trainings, webcasts and online trainings (statewide); utilized for IDHS trainings <https://bit.ly/3d4Pkzo>
 - 'Resources' section provides access to the following Illinois WIC Materials: <https://bit.ly/3vHZIU4>
 - WIC Policy Manual and Addendum

- VENA Manual
- CPA Resources / WIC Staff Training
- Nutrition Education Materials & Resources
- IWIC Resources / IWIC Reports
- IWIC Training handouts (CPA/Frontline)
- USDA Breastfeeding Curriculum handouts
- WIC Coordinator Skill Building
- Illinois Coalition for Immigrant and Refugee Rights (assists IDHS w/ translation of WIC materials, prior to using ask RNC) <https://www.icirr.org/wic>
- IDHS WIC- state information for participants and agencies <https://www.dhs.state.il.us/page.aspx?item=30513>
 - USDA WIC Prescreening Tool- applicants can determine potential eligibility
 - WIC Office Locator- ensure agency accuracy of information posted regularly
 - WIC Vendor Information
 - BFPC Program Information

Additional resources for New WIC Coordinators (request from RNC, as needed):

- WIC Planning Calendar Sample - guidance to help plan WIC program activities for the year
- New Employee Orientation Checklists: resources/materials identified on each checklist specific role in WIC
- Relevant past communications/DHS memos (i.e.: Coordinator updates, answer keys for SSMs/trainings)
- Vendor List (also accessible via miscellaneous menu in I-WIC)

Breastfeeding Resources:

- BF Events & Activities- <https://www.springfieldul.org/chtcr/resources/Illinois-state-breastfeeding-task-force/events-activities>
- Breastfeeding Peer Counselor Program- [Breastfeeding Peer Counselor Program USDA Curriculum](https://wicworks.fns.usda.gov/resources/peer-counseling-training-wic-managers) <https://wicworks.fns.usda.gov/resources/peer-counseling-training-wic-managers>
- Illinois State Breastfeeding Taskforce- Illinois specific breastfeeding resources, including statewide events/trainings <https://www.springfieldul.org/chtcr/resources/illinois-state-breastfeeding-task-force>
- Illinois Public Health Institute <http://iphionline.org/breastfeeding/>
- USDA WIC Breastfeeding Data Local Agency Report <https://www.fns.usda.gov/wic/wic-breastfeeding-data-local-agency-report>
- USDA WIC Breastfeeding Support <https://wicbreastfeeding.fns.usda.gov/>
- Surgeon General's Call to Action to Support Breastfeeding <http://www.surgeongeneral.gov/library/calls/breastfeeding/index.html>
- Centers for Disease Control and Prevention (CDC) Breastfeeding <http://www.cdc.gov/breastfeeding/index.htm>
- Academy of Breastfeeding Medicine <https://www.bfmed.org/reasources>

USDA & Other Program-Related Websites:

- USDA WIC website <http://www.fns.usda.gov/wic/>
- WIC Works- various resources from USDA and State WIC related materials- including information about VENA, outreach, nutrition education and staff training <https://wicworks.fns.usda.gov/>
- USDA Infant Nutrition and Feeding: A Guide for use in WIC <https://wicworks.fns.usda.gov/sites/default/files/media/document/infant-feeding-guide.pdf>
- MyPlate <https://www.choosemyplate.gov>

- 2020-2025 Dietary Guidelines for Americans <https://www.dietaryguidelines.gov/>
- National WIC Association <https://www.nwica.org>
 - The WIC Hub- tool for WIC staff, researchers and advocates to navigate and explore the world of WIC <http://thewichub.org>
- wichealth- Illinois WIC approved online secondary education modules for participants <https://www.wichealth.org/>
 - Support side of wichealth for local agencies to access data/statistics, staff resources/training, and participant flyers <https://support.wichealth.org/>
(refer to orientation checklist/contact wichealth.org to get staff login/password)
- Prevention First <https://www.prevention.org/>

**** Consider adding frequently accessed websites to your computer's "favorites" ****

**** Questions on anything listed above, reach out to your RNC ****